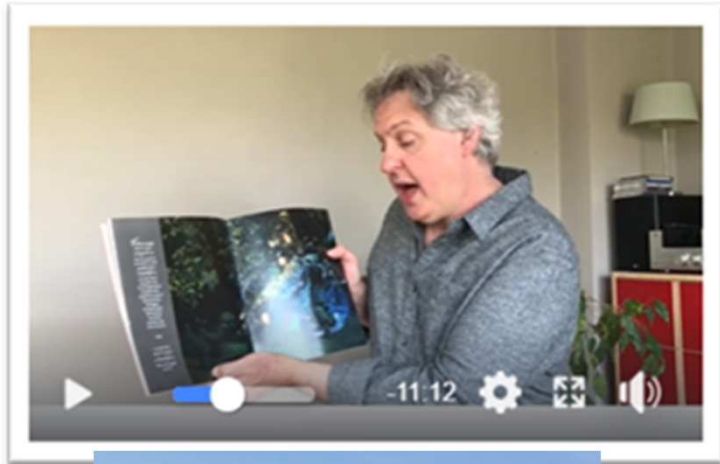


Covid-19 update



Registration

- Deaths- Continue via the phone and deliver as currently. Seeing increased workload with more deaths coming through, many for COVID related reasons
- Births- At present these are paused on basis of the focus on death registration and the Registration priorities. We will keep under review
- Ceremonies- Suspended for lockdown except for those in exceptional circumstance (end of life circumstances for example) and only for up to 6 people present if so.
- Citizenships- On hold at present but will review
- Notice of Marriage appointments- Only carrying out emergency/urgent ones for ceremonies which at present is for the period post lockdown.
- Certificate centre- continues

Libraries

- Continue digital services- e-material (books, magazines & Newspapers) loans and virtual events and staff supporting digital content creation
- Ask a Kent Librarian enquiry service continues
- Book Select and collect- Continue select and collect book collections and reservations. From Monday 11th January offered from libraries open in Tier 4 for to 2.5 days a week with the half day as the Saturday.
- We will be advertising as a service for those who need it and only asking customers to visit if we have contacted them to come and collect their books.
- Due dates- Renew everything until end of May just as extra reassurance and so customers do not have to come out to return things.

Libraries

- PC provision- Remains suspended as for staff safety reasons- We have not looked at customers coming into a building at this time.
- Mobile library service- Continue our select and collect mobile library offer.
- Home library service- Continue on basis service to vulnerable and door stop delivery/If not wanting delivery then we will offer befriending calls
- Postal loan service to the blind and partially sighted continues
- Prison library service- Continues as current in select and delivered style

Archives & Other services

- Archives will continue virtual services & remote enquiry service
- Respond to any queries
- Continue reprographic service
- Also LRA continues the Records Management Service for KCC

LRA endeavor- delivering LRA services wherever we are



Impact of Covid-19 on ED services

No Use Empty: Record breaking 9 months

58 loans totalling £10 million creating 130 new homes.

Kent Film Office: First Lock-Down prevented all outdoor filming losing Kent £2.5 million

Next six months: Covid-safe certification: record number of shoots.

Arts & Creative Industries: near complete shut down of venues and performance activity

Team working with Arts Council England on funding packages.

Developer contributions: collecting 100% of money due

Construction sites closed in First Lock-Down but re-opened afterwards

Developers taking the opportunity of preparing for higher level of activity post pandemic.

Environment, Planning and Enforcement (EPE) - Staff

- Delivering the services (Business As Usual but also projects and continues improvement) remotely
- Impacts from the pandemic including sickness, isolation, anxiety, home schooling and caring challenges
- Community expectation for swift responses
- Reduction in income across projects



Country Parks, Public Rights of Way and Gypsy & Travellers - frontline

- Individual sites 50 – 220% busier
- Car parks, play areas, toilets still open (Subject To Review)
- Extensive wear and tear owing to usage and weather...
- ... especially around pinch points, and overflow surfacing
- Site managers invaluable role supporting vulnerable residents
- Staff and volunteers



EPE - COVID specific responses (1)

- Additional Planning enforcement
- Community Wardens - supporting those most in need
- Coroners – much higher number of referrals
- Coroners – Aylesford, Inquests, Community Deaths – new clinical/administrative hub established
- Kent Scientific Services – supporting high demand on coroners, but also new business



EPE - COVID specific responses (2)

- Cross-Authority daily Situation Reports, Common Operating Picture and Tactical representation
- Public Protection 'Ask the Experts' seminar
- Public Protection – tackling vast number of COVID scams
- Sport - Everyday Active Small Grants – 72% additional reach
- 3 fold increase Explore Kent downloads, 24 Days of Kent

Trading Standards and COVID

- Enforcement – 1018 complaints about businesses
- Kent Resilience Forum Enforcement Cell
- Intelligence led targeted operations
- Business advice via Growth Hub
- Not losing focus on serious criminal activity



Trading Standards and EU Exit

- Trading Standards Brexit Campaign – 345k reach
- Kent.gov plus press editorial
- Direct business advice (limited by COVID) incl. Growth Hub
- Animal health and welfare
- Import work

